



**GRAND&TOY®**  
An **Office DEPOT®**, Inc. Company



# Reference Guide For Purchasers And Approvers

[www.grandandtoy.com](http://www.grandandtoy.com)



Office Supplies | Interiors & Furniture | Print & Documents | Facility Resources | Technology



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## Table Of Contents

Sign in_____	3	Order Status_____	13
Selecting an Account_____	4	Custom Lists – Overview_____	14
Order Details – Main Order Page_____	5	Custom Lists – Viewing a Custom List____	15
Order Details – Adding to an Order_____	6	Custom Lists – Adding to an Order_____	16
Order Details – Changing Quantities & Deleting Items_____	7	Approvals – Approval Email Notification____	17
Order Details – Adding Item Notes_____	8	Approvals – Pending Approval Page_____	18
Order Details – Checking Out_____	9	Approvals – Viewing & Approving Orders_____	19
Check Out – Main Check Out Page_____	10	Approvals – Approving an Order_____	20
Check Out – Changing Shipping Info_____	11	Approvals – Approved Order Email_____	21
Check Out – Submitting the Order_____	12	Approvals – Declined Order Email_____	22
		Customer Care_____	23



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## Sign In

Sign in to access Business Account pricing and ordering tools.

The screenshot shows the top of the Grand & Toy website. On the left is the G&T logo with the text "GRAND&TOY" and "An Office Depot Company" below it. To the right of the logo are links for "Live Help", "Your Location: Don Mills, ON", "E-Tools", "Sign In", and "Français". Below these links is a search bar with the placeholder text "Search by Keyword or Product" and a magnifying glass icon. To the right of the search bar is a shopping cart icon with the number "0". Below the search bar and cart icon is a dark green navigation bar with white text links for "Office Supplies", "Interiors & Furniture", "Facility Resources", "Technology", and "Ink & Toner".

### To Log In

- Click on **Sign In** (a lightbox will appear)
- Enter your **User Name**
- Enter your **Password**
- Click on **Sign In**

The screenshot shows a "Sign In" lightbox. It has a title "Sign In" at the top. Below the title are two input fields: "User Name" and "Password". Below the "Password" field is a link that says "I forgot my password?". At the bottom of the lightbox are two buttons: "Sign In" and "Cancel". Below the buttons is a line of text that says "New customers? [Sign-up for an Account](#)".



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## Selecting An Account

Purchasers who are assigned to more than one account or cost-centre will be prompted to select an ordering account on the Select Account page. This page is bypassed for purchasers who are assigned to a single account or cost-centre.

### Selecting an Account

- Using the **radio button** on the left, select the account on which to create the order
- Click the **Select** button

### Select Account

Please select an Account from the list below. If you want to set a Default Ship-to account, you may change the settings of your Ship-to Account at any time in the Account Profile section of grandandtoy.com.

My Accounts

All Accounts

Search Accounts

Reset

Update

Select

Sold To - 500000 - 33 GREEN BELT DR

Hide

Ship-to	Cost Centre/Ship-to Address	City	AccountDescription	Acct #	Delete Account	Access Level
<input checked="" type="radio"/>	33 GREEN BELT DR --- Alternate Address --- ▼	DON MILLS	GRAND & TOY PRODUCTION TEST ACCT	500000	<input type="checkbox"/>	

Reset

Update

Select



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## Order Details – Main Order Page

In most cases, a welcome page is displayed first. Click the ORDER tab or the cart at any time to access your Shopping Cart. Build, view, or modify your order directly from the Shopping Cart or browse for product using the quick search or the PRODUCTS and SERVICES tabs.

The screenshot displays the Grand & Toy website interface. The top navigation bar includes links for My Messages, Live Help, Your Location (Don Mills, ON), Sign Out, and Français. A search bar contains the text "33 GREEN BELT DR, test testing". Below the navigation bar, a green banner reads "Welcome". A teal banner below that says "With The Right Tools... Your Workplace Practically Runs Itself". A green button labeled "Shop Now" is next to a large pink text "SAVE UP TO \$300\*" with a subtext "With Mail-In Rebate On Select Binding Machines, Laminators And Shredders". A small text at the bottom left states "\*Mail-in rebate. Offer expires December 12, 2014. While supplies last." A shopping cart overlay is visible on the right side, showing the title "Shopping Cart", a "Quick Product Entry" button, and a table with columns: Product Code, Quantity, Unit, and Product Description. The table has one empty row with an "Add To Order" button. A "PO#: Edit" link is also present.

My Messages | Live Help | Your Location: Don Mills, ON | Sign Out | Français

33 GREEN BELT DR, test testing

Search by Keyword or Product

ORDER | Products | Services | Manage Account | Advanced Tools | Ink & Toner

Welcome

With The Right Tools...  
Your Workplace Practically Runs Itself

Shop Now

**SAVE UP TO \$300\***  
With Mail-In Rebate On Select Binding Machines, Laminators And Shredders

\*Mail-in rebate.  
Offer expires December 12, 2014. While supplies last.

Shopping Cart

Quick Product Entry

PO#: Edit

Product Code	Quantity	Unit	Product Description

Add To Order



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## Order Details – Adding To An Order

**Shopping Cart** Quick Product Entry (V)

☐ Ship Complete ☒ Ship as items become available PO#: [Edit](#)

Product Code	Quantity	Unit	Product Description
<input type="text" value="tul99452"/>	<input type="text" value="1"/>	<input type="text" value="1PK"/>	<b>TUL Permanent Markers</b> <ul style="list-style-type: none"><li>Fine</li><li>12-pack of assorted colours</li></ul>
<input type="text" value="tul99456"/>	<input type="text" value="2"/>	<input type="text" value="1PK"/>	<b>TUL Highlighters</b> <ul style="list-style-type: none"><li>Assorted</li><li>12-pack: 3 yellow, 3 pink, 2 orange, 2 green and 2 blue</li></ul>
<input type="text" value="REPRO-11"/>	<input type="text" value="1"/>	<input type="text" value="1PK \$4.59"/>	<b>Rolland ReproPlus 30% Recycled Copy Paper</b> 8 1/2" x 11"
<input type="text"/>	<input type="text"/>	<input type="text" value="1PK \$4.59"/>	
<input type="text"/>	<input type="text"/>	<input type="text" value="1CT(10PK) \$4.59/PK"/>	
<input type="text"/>	<input type="text"/>	<input type="text" value="1LT(400PK) \$4.59/PK"/>	

[Add To Order >](#)

### [View Extended Product Description](#)

-Within the cart, click on the product number or image to view the full product details.  
The product details are shown in a lightbox as see here →

### [Adding Items to your Order](#)

- Enter the **Product code**
- Enter the **Quantity**
- Select the **Unit of Measure**
- Click **Add to Order**

**ROLLAND**

**Rolland ReproPlus 30% Recycled Copy Paper**  
Product code: REPRO-11

Made with 30% post-consumer waste. FSC certified. Laser guaranteed. 20 lb. 94 brightness. White. Package of 500. 8 1/2" x 11".

**Sale Price**  
**\$4.59 /PK** \$6.75 reg.

Quantity	Price
1 Package	\$4.59
1 Carton(s)(10 PK)	\$4.59/PK
1 Lot(s)(400 PK)	\$4.59/PK

[See Item Detail >](#)

Quantity [Add To Cart](#)

☒ Available




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## Order Details – Changing Quantities & Deleting Items

**Order Details**

---



**Rolland ReproPlus 30% Recycled Copy Paper**  
8 1/2" x 11"

• Non-contract Product  
✓ Available

This product ships within 1-2 days or as per your regular delivery schedule.  
Product sku: [REPRO-11](#)


\$4.59  
~~\$6.75~~

1  
1PK \$4.59 ▼

Sale Price  
\$4.59

[Add Item Notes](#) | [Remove](#)

---



**TUL Permanent Markers**  
• Fine  
• 12-pack of assorted colours

• Non-contract Product  
✓ Available

This product ships within 1-2 days or as per your regular delivery schedule.  
Product sku: [TUL99452](#)

\$14.36/PK

1  
1PK ▼

Your Price  
\$14.36

[Add Item Notes](#) | [Remove](#)

---

[Print Preview](#) | [Add to list](#) | [Schedule Order](#) | [Cancel Order](#)

### Changing Quantities

- Enter new **Quantity**, and/or
- Change the **Unit** of Measure
- The change is recorded and updated automatically

### Deleting Items

- Click **Remove**
- The line is immediately deleted.



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## Order Details – Adding Item Notes

### Adding Item Notes


- Click **Add Item Notes**
- Enter the notes
- Click **Save Changes**

- ✓ Adding Item Notes can be especially helpful when ordering for multiple people or departments – add a note as a reminder of who the item is ordered for. The notes are printed on the packing slip and invoice.





## Order Details – Checkout



**TUL Permanent Markers**

- Fine
- 12-pack of assorted colours

\$14.36/PK

1

1PK

Your Price

\$14.36

[Add Item Notes](#) | [Remove](#)

Non-contract Product

✓

Available

This product ships within 1-2 days or as per your regular delivery schedule.

Product sku: [TUL99452](#)

[Print Preview](#) | [Add to list](#) | [Schedule Order](#) | [Cancel Order](#)

**PROMOTIONAL CODE**

Enter Promo Code and Save!

[Apply Code >](#)

How do I get these?

**Share Your Cart >**

E-mail your order to your admin or colleague for processing.

<b>Merchandise</b>	<b>18.95</b>
Misc	0.00
Handling	5.00
Freight	0.00
Waste Diversion Fee	0.00
GST/HST	3.11
PST	0.00
<b>Total</b>	<b>27.06</b>

[Proceed to checkout](#)

### Submitting the order

-Click the **Proceed to checkout** button located at the bottom of the cart.

✓ A Final Inventory Check is performed during checkout as the inventory may have changed during the ordering process. This is particularly important if the order was built over several hours or days. The inventory is again reflected on the final checkout screen.



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## Check Out – Main Checkout Page

This is your final step before submitting your order. Once your order is verified, you are ready to submit it.

**Checkout**  
Final Inventory Check

Save Order | Cancel Order | Continue Ordering | **Submit Order**

Account # / Cost Centre: 964477 (123456)

Shipping Information  
**Change**

Company Name:  
ECOMM TEST ACCOUNT-MARC

Address:  
33 GREEN BELT DT,  
TORONTO, ON  
M3C1M1  
CAN

Delivery:  
48 hours

Attn:  
eBusiness Test

Telephone:  
4163918100

Email Address:  
marcrocheleau@officemaxcanada.com

Billing Method  
**Change**

Bill my OfficeMax Grand & Toy account

**FREE WITH YOUR ORDER**  
**2015 Ordering Guide**

Add ☒ FREE copies to my order.  
☐ Do not show again

Please consider the environment and choose to take less

### Checkout Screen

- Click the **Change** button to update shipping information, including room#, floor, and contact information.
- Enter a **PO#**
- Add an **catalogue** to your order
- Print** a hard copy
- Review the **Final Inventory** and **Returnable** status

Product	Price	Quantity	Your Price
<b>TUL Permanent Markers</b> Fine. 12-pack of assorted colours	\$8.57	1 PK	<b>\$8.57</b>
<b>TUL Highlighters</b> Assorted. 4-pack: yellow, pink, orange and green	\$2.86	2 PK	<b>\$5.72</b>

**TUL Permanent Markers**  
Fine. 12-pack of assorted colours  
\$8.57 1 PK Your Price **\$8.57**

☒ In Stock  
**Returnable**  
Product sku: TUL99452

**TUL Highlighters**  
Assorted. 4-pack: yellow, pink, orange and green  
\$2.86 2 PK Your Price **\$5.72**

☒ In Stock  
**Returnable**  
Product sku: TUL99454



## Check Out – Changing Shipping Information

Account # / Cost Centre: 964477 (123456)

---

**Shipping Information**  
Ship To Account Address:

Line #1  
964477(123456) - 33 Green Belt Dtl., TORONTO, ON

Line #2

Cost Centre: 123456

Company Name: ECOMM TEST ACCOUNT-MARC

Address: 33 GREEN BELT DT  
TORONTO, ON  
M3C1M1  
CAN

Attn: eBusiness Test

Telephone: 4163918100 Ext.

Email Address: ebusinessanalyst@officemaxcanada.com

Notes:

IMPORTANT: You cannot enter an alternate ship-to address in the above field. To request an alternate delivery location for this order, please call grandandtoy.com Customer Service at 1-877-860-2910.

**Billing Information**  
Please select a billing method:

☒ Bill my OfficeMax Grand & Toy account.

Address: 33 GREEN BELT DT  
TORONTO, ON  
M3C1M1  
CAN

☐ Charge my Credit Card ( This order only):

Credit Card:

Card Number:

Name on Card:

Expiry Date:  Month  Year

✓ To override the room/floor for a single order, key the information in the field labeled 'Line #2'. Also update the 'Attn', 'Telephone', and 'Email' to reflect the recipient's information. Click 'Next' when done.



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## Check Out – Submitting The Order

Product sku: TUL99454

Merchandise	14.29
Misc	0.00
Handling	5.00
Freight	0.00
Waste Diversion Fee	0.00
GST/HST	2.51
PST	0.00
<b>Total</b>	<b>21.80</b>

By clicking 'Submit Order', you agree to the Return Policy for products in the Shopping Cart.  
All orders under \$50 before taxes are subject to a \$5 handling fee.

[Save Order](#) | [Cancel Order](#) | [Continue Ordering](#) | [Submit Order](#)

### Final Step to Submitting the Order

-Verify the totals and click **Submit Order**

#### ✓ Approval Process:

- Purchaser** submits order
- Approver** receives email notification
- Approver** logs in and approves order
- Purchaser** receives email notification listing any changes (if applicable)

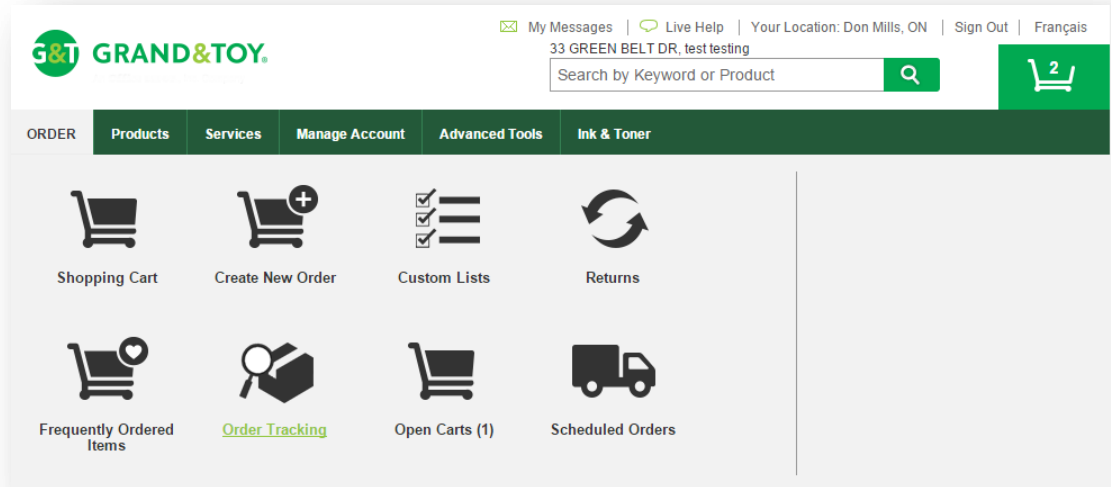


## Order Tracking

### Viewing the status of an order

-Click **Order Status** found under the **ORDER** tab.

✓ The orange Top Menu bar is visible on every page after login



## Order Tracking

View: [Last month](#) | [Last 6 months](#) | [Last 12 months](#) Search Order

Search by Order Number, PO Number, Order status or Account number

Date Range: From:  To:

Date:	Created By:	Cost Centre/Account #	PO Number	Order Number:	Order Status		Action
2014-12-06	Ken Taharailly	500000	OrderStatusTest		Pending Approval - Restricted	\$31.70	<a href="#">View</a>
2014-12-04	Noelle Beauregard	500000	1		Transmitted - Test	\$17.12	<a href="#">View</a>
2014-11-27	Kevin2 Sun	500000	135		Pending Approval	\$16.23	<a href="#">View</a>
2014-11-27	Kevin2 Sun	500000	456		Pending Approval	\$14.43	<a href="#">View</a>
2014-11-27	Kevin2 Sun	500000	321		Transmitted - Test	\$14.43	<a href="#">View</a>
2014-11-27	Kevin2 Sun	500000	123		Transmitted - Test	\$39.84	<a href="#">View</a>

The **Order Tracking** page will display your order history. Common examples include:

- Pending Completion
- Pending Approval
- Pending Final Approval
- Transmitted

Order history is available for 180 days.

A 6 digit Order Number is displayed once an order has been submitted for processing.



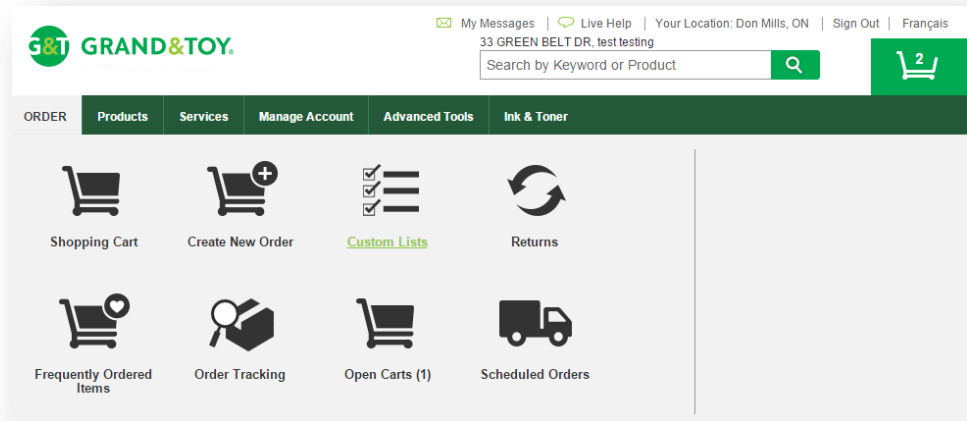
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## Custom Lists - Overview

### Finding Custom Lists

Custom Lists are often referred to as a 'Favourites', 'Core Product Lists', 'Preferred Product Lists' or 'Order Templates'. They can be created as personal lists or created by an administrator and shared for the entire organization. Custom Lists are found under the ORDER tab.

Create personal Custom Lists under the 'My Customer Lists' tab.



### Custom Lists

You have the following Custom Lists available. To open a list and/or add products to it, click on the list name. Or, create a new custom list by clicking on "Create List".

[Create List](#) | [Create Category](#) [Create Product Category](#)

[Move Up](#) | [Move Down](#) | [Delete](#)

My Custom Lists		
All Custom Lists		
List Name	Date Created	Select
aaln	2014-04-16	<input type="checkbox"/>
TestList	2014-01-31	<input type="checkbox"/>
alan1	2013-01-17	<input type="checkbox"/>
alan	2012-05-17	<input type="checkbox"/>
op	2010-05-31	<input type="checkbox"/>



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## Custom Lists – Viewing A Custom List

### Adding an item to your order

- Select the products
- Click **Add to Order**

### Display pricing/inventory

- Select the products
- Click **Show Pricing**

✓ Items in custom lists are grouped in categories. The categories are sorted alphabetically.

### Custom List Details

This list contains the following items. To add an additional product, key in the Product Code in the Product Entry field below. To add one or more items from this list to your order, select the desired product(s) and click on 'Add to Order'. Should you wish to view pricing on this page, simply select the item(s) in question and click "Show Pricing".

To change the category a product is associated with, check the box beside the product(s) in question, choose the desired category from the product category name list and then click apply.

Product code	Quantity	Unit	Product Description	
<input type="text"/>	<input type="text"/>	<input type="text"/>		<b>Add to list</b> ➤

This Custom List is currently assigned to Account #500000(Control Account access)To change the account access, select from the following choices:

- ☒ Control Account access [500000 33 GREEN BELT DR]

Custom List Name:

alan1

Category Name:

Product Category Name:

Apply


Save list to:

My Custom Lists

[Print preview](#)

Sort list by:

[Select All](#) | [Add to Order](#) | [Show Pricing](#) | [Add Item Notes](#) | [Move Item Up](#) | [Move Item Down](#) | [Delete Items](#) | [Update](#)

Product Code	Quantity	Unit	Select
Uncategorized			
 Post-it 1" Printed Message Flags- Value Pack	3	1EA	<input type="checkbox"/>
680-SHVA			

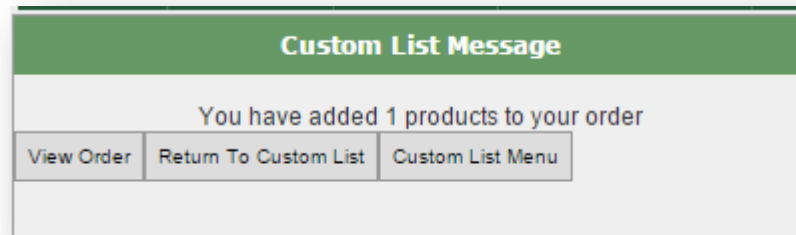


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## Custom Lists – Adding To An Order

Once you have added the items to your order, a dialog window will pop up, giving you 3 options:

- View Order:** Brings you to the **Order Details** page.
- Return To Custom List:** Brings you back to the current custom list that you are viewing.
- Custom List Menu:** Brings you to the **My Custom Lists** page.



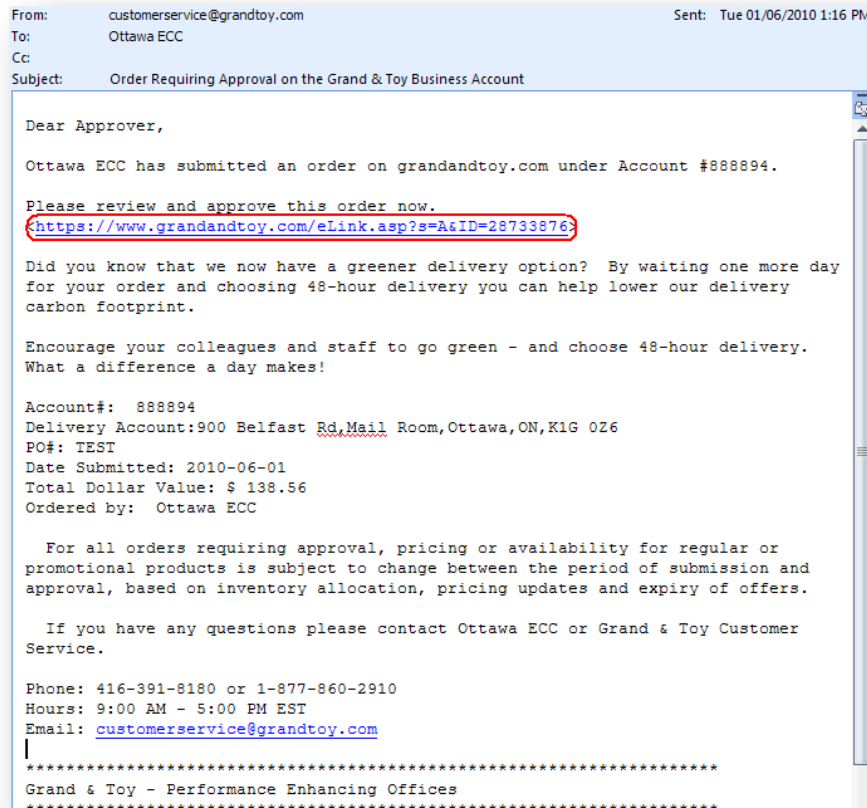
✓ It is recommended that pop-up's be enabled for grandandtoy.com. If pop-up's are blocked, the dialog window shown above will be suppressed – the browser will lead directly to the Order Details page.





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## Approvals – Approval Email Notification



When a Purchaser submits an order, the Approvers assigned to the account will each receive an email notification. In the case where an account has multiple approvers, the order will require verification from only one Approver per approval level.

### Viewing an order to be approved

- Click the email link
- Sign in to **grandandtoy.com**

✓ On rare occasions the link within the email will not work. The most common reasons are:

- Order was re-opened by the Purchaser
- Order was already Approved

In the event the link within the email is broken, access the Pending Approval Page via: **Order Status > Pending Approval**



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## Approvals – Pending Approval Page

The page below displays the orders that are in a Pending Approval status for all of the accounts to which an approver has been granted approval rights.

Search by Keyword or Product

Order Products Services Manage Account Advanced Tools Ink & Toner

Shopping Cart Create New Order Custom Lists Returns

Frequently Ordered Items Order Tracking Open Carts (6) Pending Approval

Transmitted Orders

Orders

Open Search Box

Reset | Select All Approve

Date Submitted	PO Number	Created By	Cost Centre /Acct. #	Order Status	Modified By	Total Value	Select
2015-01-22	63	TestPurchaser Demo	990502	Pending Approval		\$16.10	<input type="checkbox"/>
2015-01-22	62	TestPurchaser Demo	990502	Pending Approval		\$5.81	<input type="checkbox"/>

Reset | Select All Approve

### Viewing Pending Approval orders

- Select Pending Approval under the ORDER tab
- Click the **Date Submitted** to view the order details

✓ Accessing a “Pending Approval” order using this method will have the same result as using the link within the approval email.



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## Approvals – Viewing & Approving Orders

In addition to Approving and Declining orders, Approvers also have the ability to edit orders prior to approving.

### Deleting Items from the order

- Find the items item(s)
- Click **Remove**
- The item is deleted immediately

### Modifying Quantities

- Enter a new **Quantity**
- The update is recorded automatically

### Adding Items to the order

- Enter the **Product code**
- Enter the **Quantity**
- Select the **Unit** of Measure
- Click **Add to Order**

### VIEW AND APPROVE ORDER

Quick Product Entry

PO#: 63 [Edit](#)

Product Code	Quantity	Unit	Product Description
<input type="text"/>	<input type="text"/>		<input type="text"/>

Add To Order >

Ordered On 990502:33 GREEN BELT DR

Created By TestPurchaser Demo

#### Order Details

**Grand & Toy Premium Copy Paper**

- Legal size (8 1/2" x 14")
- Carton of 10 packages (5,000 sheets)

Add Item Notes [Remove](#)

Product sku: 99121

[Print Preview](#) | [Add to list](#) | [Schedule Order](#) | [Cancel Order](#)



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## Approvals – Approving An Order

✓ The Purchaser will receive a confirmation email shortly after the order is approved or declined.

### Order confirmation email consists of:

- The approver's name
- G&T Order #, Account #, PO #
- Delivery address
- Order summary

If an order is modified during the approval process or declined, the Approver will be prompted to add a note that will be included in the email back to the Purchaser along with a list of the modifications.

### VIEW AND APPROVE ORDER

Quick Product Entry

Product Code

Quantity

Unit

Product Description

PO# 63 [Edit](#)

Add To Order >

Ordered On990502:33 GREEN BELT DR

Created ByTestPurchaser Demo

Decline Order

Approve Order

### Order Details

### Decline Order

Order Details

Order #:

71014877

PO#:

63

Ship-To Account:

990502

Ordered By:

TestPurchaser Demo

Total Value:

\$6.09

Please provide a reason for declining this order. Your comments will be emailed to the user, informing them of your decision.

Sample message to the Purchaser.

Back

Decline Order



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## Approval – Approved Order Emails

From: customerservice@officemaxcanada.com Sent: Tue 3/12/2013 5:56 PM  
To: Rocheleau, Marc  
Cc:  
Subject: Submitted Order Approved on Grandandtoy.com

Dear Marc L,

The order you submitted on 2013-03-12 has been approved by Marc RocheleauApprover. The order details are displayed below.

Order#: G91  
PO#: 91  
Ship-to Account: 436555

Delivery Address: 33 GREEN BELT DR., TORONTO, ON, M3C 1M1

Order Approved by: Marc RocheleauApprover - [marcrocheleau@grandandtoy.com](mailto:marcrocheleau@grandandtoy.com)

-----  
TUL99456 - Product Deleted By Marc RocheleauApprover TUL Highlighters, Assorted. 12-pack: 3 yellow, 3 pink, 2 orange, 2 green and 2 blue  
-----

Comment: Enter the message to the Purchaser here.  
~~If you have any questions please contact Marc RocheleauApprover or OfficeMax Grand & Toy Customer Service.~~

Phone: 416-391-8180 or 1-877-860-2910  
Hours: 9:00 AM - 5:00 PM EST  
Email: [customerservice@officemaxcanada.com](mailto:customerservice@officemaxcanada.com)

Order Approval Email Confirmation Sample  
(listing modifications by approver, if any)

From: customerservice@officemaxcanada.com Sent: Thu 3/21/2013 4:33 PM  
To: Rocheleau, Marc  
Cc:  
Subject: Order Confirmation from grandandtoy.com

Dear Marc L,

Thank you for placing your order on [www.officemaxcanada.com](http://www.officemaxcanada.com) under Account # 964477(123456). Your order number is 465298. Please refer to this number when making inquiries.

Or, view the status of your order now.  
<<https://www.officemaxcanada.com/mlink.asp?s=0&ID=45106685&n=465298&d=3/21203>>  
ORDER #: 465298

DELIVERY ADDRESS: 33 GREEN BELT DR., TORONTO, ON, M3C1M1

DATE: 3/21/2013  
YOUR PO#: 103  
MERCHANDISE: 22.49 HANDLING: 5.00  
WASTE DIVERSION FEE: 0.00  
GST: 0.00 FREIGHT: 0.00  
PST/HST: 3.57 MISC: 0.00  
TOTAL: 31.06

-----

Product Info: TUL99452 - TUL Permanent Markers, Fine. 12-pack of assorted colours  
Quantity Ordered: 1 PK Unit Price: \$12.61  
Amount: \$12.61  
-----

Product Info: TUL99456 - TUL Highlighters, Assorted. 12-pack: 3 yellow, 3 pink, 2 orange, 2 green and 2 blue  
Quantity Ordered: 1 PK Unit Price: \$9.88  
Amount: \$9.88  
-----

\*\*\*\*\*  
OfficeMax Grand & Toy - Performance Enhancing Offices  
\*\*\*\*\*

Order Confirmation Email Sample



# grandandtoy.com

## Approvals – Declined Order Email



### Re-opening orders

- Click on **Order Status**
- Click the **Date Submitted**
- Re-open Order** button

✓ If an order is declined by an Approver, it is returned to a “Pending Completion” status. This allows the purchaser to make modifications without having to recreate the order.

**Order Declined Email Confirmation Sample**  
(displaying reason for decline)



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## Customer Care

PHONE: 1.866.240.5989

EMAIL: [gtresctr@grandandtoy.com](mailto:gtresctr@grandandtoy.com)